



Olive Branch Support

THIS BECOMES THIS

FOR MANAGING AGENTS IN SUPPORTED  
ACCOMMODATION

# Five minutes on a phone. A file that passes inspection.

Your support worker taps through a short form at the visit. Our team writes, checks and delivers **every record your landlord and the council will ask for**, on your own forms, typed into your landlord's own portal where required.

The image shows a smartphone screen displaying the Olive Branch Support app interface. The app is titled 'New session · James Thompson'. It features a 'Today's session guide' section with instructions: 'Check the bedroom and the communal hallway, he agreed last week to tidy the room and move the bike. Ask whether he has been logging in to the housing portal and offer to place bids with him if he has not. Confirm the hospital appointment for his shoulder came through. Ask how the new medication is suiting him.' Below this is a 'Support needs covered' section with buttons for 'Maintain Accommodation', 'Move On', 'Physical Health', 'Mental Health', and 'Budgeting'. The 'Maintain Accommodation' section is expanded, showing a form with questions: 'C · what need or goal was discussed?' (answered 'Bedroom untidy, bike in the communal hallway'), 'A · what support did you provide?' (answered 'Asked him to tidy the room and move the bike. Suggested a cover if he is worried about it outside.'), 'R · how did they respond?' (answered 'Engaged well'), and 'E · what was achieved or agreed next?' (answered 'Tidy bedroom, move bike out of hallway').

**Support Session Notes**

|             |                                       |
|-------------|---------------------------------------|
| Date        | 04/08/2026                            |
| Client Name | James Thompson                        |
| Address     | 14 Oak View Close, Birmingham B12 8QN |

| Type of Contact |                                     |            |                          |
|-----------------|-------------------------------------|------------|--------------------------|
| In Person       | <input checked="" type="checkbox"/> | Phone Call | <input type="checkbox"/> |
|                 |                                     | Text       | <input type="checkbox"/> |

Support Notes

**1 hour**

I met with James at the start of the session and completed a general health and wellbeing check. He presented well throughout and engaged positively in conversation. We spent time discussing how he had been managing since the previous session and reviewing any changes in his circumstances, before setting down to the areas where he would benefit from further guidance and support.

We began by following up on what was agreed at the previous session on 28 July, when James had said he would tidy his bedroom and move his bicycle out of the communal hallway. Neither had been done. We spoke about the condition of his bedroom and the bicycle that had been left in the communal hallway. I explained the importance of keeping his own room tidy and of keeping shared areas clear and safe for everyone using the property. James was understanding and agreed that he would spend some time tidying his bedroom, and confirmed that he would move the bicycle out of the hallway.

**5 min**

of your support worker's time,  
per visit

**24h**

standard turnaround, in working  
hours

**2**

people on every record, writer  
and reviewer

**0**

licences or minimums, charged  
per note

**UK**

hosted data, GDPR compliant,  
ICO registered

# Four steps. Only the first one is yours.

Most agents run good support. What fails at inspection is the paperwork behind it: written late at night, swinging in quality with whoever wrote it, and lost whenever a support worker moves on. We take all of that off your desk.

- 1 Your support worker records the visit**  
 A guided form on a phone, about five minutes, mostly taps. Room photo and both signatures captured before they leave the property.
- 2 Our team writes the record**  
 A named person turns those answers into a full professional note, on your own template, against that resident's history.
- 3 A second person checks it**  
 Every note is reviewed by someone other than its writer before release. Gaps are queried with the support worker, never guessed at.
- 4 Delivered, and typed where required**  
 Into your portal as PDF and editable Word, and into your landlord's own system, tracked entry by entry to done.

9:41

< New session · James Thompson

**Today's session guide**

Check the bedroom and the communal hallway, he agreed last week to tidy the room and move the bike. Ask whether he has been logging in to the housing portal and offer to place bids with him if he has not. Confirm the hospital appointment for his shoulder came through. Ask how the new medication is suiting him.

**Support needs covered**

Maintain Accommodation (selected) Move On

Physical Health Mental Health

Budgeting

**Maintain Accommodation**

C - what need or goal was discussed?

Bedroom untidy, bike in the communal hallway

A - what support did you provide?

Asked him to tidy the room and move the bike. Suggested a cover if he is worried about it outside.

R - how did they respond?

Engaged well (selected) Partially Declined

E - what was achieved or agreed next?

Tidy bedroom, move bike out of hallway

TYPED BY THE SUPPORT WORKER, ON THE DOORSTEP

"Bedroom untidy, bike in the communal hallway"



WRITTEN ON THE FINISHED NOTE

"We spoke about the condition of his bedroom and the bicycle that had been left in the communal hallway. I explained the importance of keeping his own room tidy and of keeping shared areas clear and safe for everyone using the property."

## Evenings back

Five minutes of taps replaces the hour of writing after every shift.

## Short answers welcome

Writing it up properly is our job, not your support worker's.

## Saves as it goes

A support worker can start on the doorstep, be interrupted, and finish later without losing anything.

## Nothing chased later

Room photo, benefit evidence and both signatures captured before leaving.

## Queries to the right person

If our reviewer needs something clarified, it goes to the support worker who was there.

## Missed visits still count

The attempt, the reason and the follow-up are recorded, not lost.

## The form arrives knowing the resident

It opens with their needs, a session guide and what was agreed last time, so cover staff and new starters pick up the thread without a handover.

Nothing is invented.

Every note is written from four things only: the support worker's answers, that resident's previous notes, your format and rules, and examples that have passed inspection. Where something is missing it is queried, never guessed at. The original submission is frozen forever, and a second person signs off every record before you see it.

# The whole file, and the window onto it.

An inspector reads a file from referral to review, and notices when the parts do not agree. We produce it as one connected record, and your own portal login shows you all of it, live.

## EVERYTHING IN THE RESIDENT'S FILE, NOT JUST SESSION NOTES

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**Session notes** · every visit, written to pass inspection, photographs and signatures embedded

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**Wellbeing checks** · routine safe and well contact between sessions, written up and filed

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**Risk assessments** · prepared by our team, reviewed, then signed with the resident

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**Quarterly reviews** · tracked on each resident's own cycle, delivered like any note

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**Missed visit records** · the attempt, the reason and the follow-up, recorded rather than lost

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**Move-in paperwork** · referral, personal details, missing person form, on your own forms

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**Support plans** · goals with dated progress comments, a living document

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**Housing benefit evidence** · a dedicated photo slot, prompted in the month it is due

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## YOUR PORTAL: YOU SEE EVERYTHING, YOU CHASE NOTHING

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**Every record in one place** · searchable by resident and month, as PDF and editable Word

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**Turnaround, measured** · our delivery reported against the promise, in working hours

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**Queries you can see** · what we asked your support worker and what came back, nothing smoothed over

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**Your team at a glance** · who covers each house, quiet residents flagged early

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**A weekly coverage grid** · every resident, every week, so a gap shows before an inspector finds it

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**Tenancy changes, logged** · move-ins, move-outs and room moves, with an audit page

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**Occupancy and voids** · per property, derived from move-in data, no extra admin

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**One morning email** · a daily digest of what was delivered and what needs you

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## AND YOUR MANAGERS CAN ACT, NOT JUST LOOK

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Client logins can manage residents, support workers and move-ins themselves, as much or as little as you want to keep in-house. A safeguarding concern raised on any visit alerts our supervisor and your named safeguarding contact instantly; it never waits in a queue.

Is every resident being seen? Is anything late? Can I put my hands on the file the moment somebody asks for it? Your portal exists to answer those three questions at a glance.

THE QUESTIONS MANAGERS ACTUALLY ASK

# Switched to how you work.

Every part below is turned on or off per client, so your support workers only ever see the questions your setup asks. Session notes come out on your own template, in your own wording, per property where those differ.

|                                                                              |                                     |                                                                   |                                     |
|------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------|-------------------------------------|
| <b>Risk assessments</b><br>on, off, or reviewed and signed                   | <input checked="" type="checkbox"/> | <b>Move-in paperwork</b><br>by support workers, managers, or both | <input checked="" type="checkbox"/> |
| <b>Communal safety checks</b><br>confirmed on arrival, each visit            | <input checked="" type="checkbox"/> | <b>Room inspections</b><br>condition plus photo, automatic        | <input checked="" type="checkbox"/> |
| <b>Housing benefit evidence</b><br>your wording, prompted when due           | <input checked="" type="checkbox"/> | <b>Resident voice</b><br>a satisfaction question every visit      | <input checked="" type="checkbox"/> |
| <b>Visit tracking</b><br>support workers tap in at the door                  | <input checked="" type="checkbox"/> | <b>Maintenance reports</b><br>straight to your office inbox       | <input checked="" type="checkbox"/> |
| <b>Tenant lists</b><br>who lives where, kept current by your support workers | <input checked="" type="checkbox"/> | <b>Portfolio view</b><br>occupancy and voids, if you want it      | <input checked="" type="checkbox"/> |
| <b>Daily digest</b><br>one morning email to the office                       | <input checked="" type="checkbox"/> | <b>Turnaround promise</b><br>agreed per client, reported against  | <input checked="" type="checkbox"/> |

## YOUR LANDLORD'S PORTAL, COVERED

### Nobody on your team logs in to type up the week.

We work inside Reliance's Managing Agent Portal every working day, and we cover other registered landlords' systems the same way: every approved note entered for you, exactly as approved, tracked entry by entry to done. The weekly login and typing session disappears from your diary altogether.

## JUDGE US ON YOUR OWN PAPERWORK

Send us one real session, however roughly it is written, and we will return the finished note on your own template within a day. Charged per note when you start: no licences, no minimum.

EMAIL [admin@olivebranchsupport.co.uk](mailto:admin@olivebranchsupport.co.uk)

PHONE 07999 754999

WEB [www.olivebranchsupport.co.uk](http://www.olivebranchsupport.co.uk)

## Nothing invented

if the support worker did not say it, it is not on the record; gaps are queried, never guessed

## Two people, every record

the writer is never the releaser, and both are on the audit trail

## Originals frozen forever

every submission kept exactly as sent, every version kept, nothing deleted

## SECURITY AND DATA PROTECTION

### UK GDPR

Fully compliant, with a written data processing agreement with every client.

### Separation at the database

Each client's data is isolated at the database level; every login sees only its own organisation and role.

### ICO registered

Olive Branch Support Ltd, ICO registration ZC198738.

### Data held in the UK

Hosted in the United Kingdom, encrypted in transit and at rest, backed up daily.

### A full audit trail

Every action behind every record is logged and kept; nothing is ever hard-deleted.

### A vetted team

Everyone who touches your records works under written contract and confidentiality obligations.